

MID-SENIOR LEVEL

EMAIL ADDRESS | PHONE NUMBER | CITY, STATE ZIP

SENIOR EXECUTIVE, ENGINEERING & CONSTRUCTION OPERATIONS

Cross-Collaborative Team Integration | Strategic Business Unit Development & Execution

Growth-oriented Project Management & Staff Engagement Leader with a pristine reputation for delivering complex engineering and construction projects valued at \$10M+ for major global telecommunication industry brands. Provides inventive staff and team management strategies that transform team dynamics to improve global company performance, productivity, and morale. Characterized as a direct communicator, earns the trust, confidence, and respect of leadership/key decision-makers, team members, subcontractors, suppliers, peers, and customers through consistent quality project management – delivered within time-critical deadlines, in spec, and within budget.

TECHNICAL SKILLS: Microsoft Office Suite (Word, Excel, and Outlook), SAP, Firework, Armor, Netbuild, Teleconferencing Apps (Zoom, GoToMeeting, Microsoft Teams), Salesforce

- ✓ **Strategic Business Planning & Execution**
- ✓ **Integrated Team Leadership & Operations**
- ✓ **Mergers, Acquisitions, and System Integration**
- ✓ **Talent Development & Training**
- ✓ **Risk Management & Mitigation**
- ✓ **Continuous Process Improvements**
- ✓ **Financial Forecasting & Fiscal Responsibility**
- ✓ **Project Management & Resource Allocation**
- ✓ **Development & Growth Strategy Execution**
- ✓ **Metric-Driven Performance Management**

CAREER HISTORY

WORKPLACE • CITY, ST • 1992 to Present

Experienced progressive career and personal growth and development through four major name changes, mergers, and acquisitions that allowed for a diversified and complex knowledge of nearly all areas of business within the \$23B telecommunications brand, including Marketing, Finance, Call Center Operations, Network & Engineering, and Construction Project Management.

SR. DIRECTOR STAFF ADMINISTRATION & PROJECT MANAGEMENT, ENGINEERING & CONSTRUCTION, 2009 to Present

Project Director for 100+ Project Managers administering the builds for up to 10,000 fiber optic orders a month across the North American territory, managing an expense budget of more than \$10M and capital budget of \$3B+. Supports Senior VP in a Chief of Staff role. Key operative in regional field operations, and engineering and construction operations in the management and development of more than 12,000 employees located throughout 50 states.

KEY ACHIEVEMENTS:

- Reduced service delivery time 66% (120 days to 40 days) and increased customer satisfaction scored by being a key decision-maker in creating and subsequent implementation of the Customer Orders Team that managed client delivery and project adherence.
- Consistently improved companywide team dynamics by scheduling monthly employee roundtables at project sites across the U.S. that opened a line of communication and access to leadership.
- Implemented the use of Employee Engagement Surveys distributed twice a year to gauge employee happiness and measure organizational improvements.

GENERAL MANAGER, NETWORK OPERATIONS CENTER, Jul 2005 to 2009

Manage the Special Service Operations – West call center consisting of 110 employees. The Center is responsible for providing provisioning and maintenance customer service for circuit-based products. Work with the field teams to install and repair services. Maintained integral call center KPI's including adherence, accuracy,

KEY ACHIEVEMENTS:

- Hand-selected to lead this underperforming team, even with no Network Operations background due to the recognized ability to realize process improvements and initiate strategic initiatives in line with corporate goals.
- Completely overhauled the communication structure that improved Employee Engagement scores, morale grew from 20% to 80% under my leadership.
- Awarded the Chairman's Award, 2006

GENERAL MANAGER, MARKETING OPERATIONS, Aug 2004 to July 2005

Managed a team of four employees responsible for analyzing customer perception data and developing recommendations and plans to be implemented to drive improvement in customer perception. Performed ongoing channel observations of all consumer customer touchpoints to identify improvement areas for the overall consumer customer experience.

GENERAL MANAGER CALL CENTER OPERATIONS, APR 2002 TO AUG 2004

KEY ACHIEVEMENTS:

- Implemented proactive resolution measures that drove change based on historical customer experience. This new initiative sought to create set processes for every imaginable customer complaint and circumvent or prevent the reoccurrence. As a result, all customer complaints and consumer reports significantly reduced.
- Missouri Quality Award Recipient and Process Review Consultant, 2002
- Malcolm Baldrige Winner, 2002

OTHER COMPANY HISTORY

Program Manager – Process Analysis and Re-engineering, May 2000 to Apr 2002

Program Manager – Spice System Owner, Nov 1997 to May 2000

Project Manager – Spice System Implementation, Sep 1996-Nov 1997

System Test Analyst – Marketing Systems, Jul 1994 – Sep 1996

EDUCATION

Ottawa University, Overland Park, KS
Master of Business Administration (M.B.A)
Bachelor of Arts (B.A.), Business Administration

The George Washington University, Washington, D.C
Certificate, Project Management

MEMBERSHIPS, LEADERSHIP & COMMUNITY INVOLVEMENT

WITHHELD TO PROTECT IDENTITY

AWARDS

Circle of Excellence Winner, 2014
Patriotic Employer Award - Recognized for contributing to the National Security and Protecting Liberty and Freedom by Supporting Employee Participation in America's National Guard and Reserve Force, 2009
Graduate of Leadership Gardner, 2008
Chairman's Club Winner, 2006